



Mountain View Public Library Annual Report for FY 09-10

The Library is busier than ever!

Use of public libraries is continuing to increase, and Mountain View is no exception. Especially during these economic times, the library provides cost-effective access to important information and services. The Mountain View Library is clearly valued by the community based on usage statistics from the past year:

Items checked out – 1, 688,486 items (8% increase over previous year)
Items borrowed from other libraries – 15,447 (4% increase)
Visits – 845,577 (18% increase)
Use of online databases – 60,662 (53% increase)
Program attendance – 46,293 (18% increase)
Volunteer hours – 4,556 (14% increase)

24/7 access to your Library

The Library continues to improve our website for access to services at any time, even when the library is closed. Some of the latest service improvements include:

- Online registration for children's programs, including Summer Reading.
- A virtual tour of the Library.
- Improved access to electronic books and downloadable audio books via the library catalog.
- New teen blog and redesigned teen web page.
- An online calendar with up-to-date access to library programs.
- Live homework help available online, thanks to a grant from the State Library. Targeted towards grades K-12, this service is available from 1pm to 10pm daily.

Additional public service highlights

- The popular Mountain View Reads Together program continued. This past year featured a book that was written for young people but enjoyed by all ages. A bonus was that the author is a Mountain View resident. The book was *The Mailbox* by Audrey Shafer.
- The Library's selection of online databases continues to improve. This year databases were added that provides access to more popular magazines, and more new content will be added in the coming year.
- Due to new procedural efficiencies, new materials are available more quickly after they are received. Turnaround time has improved by 55%.
- DVDs and CDs not owned by the Mountain View Library are now available to be borrowed via the Link+ service. Link+ is a cooperative arrangement between academic and public libraries in California.
- Summer Reading has continued to be our major program for the year. Up to 1,000

people a week enjoyed our special family programs.

We'd love to hear from you!

If you have suggestions or feedback, please contact us via Ask Mountain View at: http://www.mountainview.gov/city_hall/library/contact_the_library.asp
Or call us during our open hours at: (650) 903-6887

Sincerely,

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